

1 **Q: Please state your name and address.**

2 A: Jay Dixon, 105 Forty Love Point Chapin, SC 29036. I am an
3 engineer.

4 **Q: Do you have issues with your water or sewer service?**

5 A: Yes, our sewer system. For the past four years, we have
6 experienced wastewater backup at our house. This is a
7 neighborhood-wide problem. During heavy rains the
8 Forty Love sewer system cannot pump out enough
9 wastewater to prevent the system from backing up.

10 During these events, wastewater will back up into our
11 septic tank and fill the pipes inside our house and back up
12 into our downstairs toilet and shower. The last event was
13 significant enough that we had standing sewage water in
14 our shower.

15 **Q: Have you complained about this problem?**

16 A: Yes, beginning in December of 2104 we contacted the
17 emergency call center to report the problem when we had
18 sewage backup. They would respond within an
19 hour and send out a pumping truck to pump out the
20 sewage from the neighborhood lift station at the boat ramp

21 within a couple of hours. In the meantime no one could flush a
22 toilet or run any water in the house. Eventually we acquired the
23 email address of Mr. Gilroy with Utilities, Inc. and
24 communicated with him to attempt to get a permanent
25 resolution of the problem. We have been working with Bob
26 Gilroy with CWS for over three years beginning December of
27 2014 with no resolution. As of September 2016 we filed
28 complaints with Richland County, to DHEC and Office
29 of Regulatory Staff. We notified Vice Chair Richland County
30 Council Bill Malinowski, Rep Nathan Ballentine and Rep Chip
31 Huggins as well. We hosted a meeting on January 12, 2017 at
32 our office in Chapin, SC. Attendees were:

33 Bob Gilroy, Utilities Inc.

34 Sonja Johnson, Midlands EQC/BEHS DHEC

35 Paul Wise, Environmental Health Manager DHEC

36 Willie Morgan, SC Office of the Regulatory Staff

37 Sarah Johnson, SC Office of the Regulatory Staff

38 Gary Walson, SC Office of the Regulatory Staff

39 Stewart Hill, Project Engineer with WK Dickson

40 James Caldwell, Owner Carolina Lift Stations

41 Maxton & Bobbie King – affected homeowners

42 Jay & Cathy Dixon – affected homeowners

43 **Q: What happens when you complain?**

44 A: Utilities, Inc. blames Richland County, and Richland County says
45 it's not their problem. Utilities devised a plan to smoke test each
46 home in Forty Love to identify problems such as. cracked tanks
47 etc. This smoke test was performed in February of 2017. As of
48 March 2018 we are still having backup except now it is worse.
49 It is taking less rain for the system to start backing up and
50 preventing us from using water in our home.

51 **Q: What is the solution to this problem?**

52 A: We believe that Richland County and UI need to coordinate to
53 resolve the ground intrusion / wastewater issue. The system
54 we have now in the neighborhood, an outdated LET system,
55 needs to be brought up to industry standards. We believe that a
56 LET system like the one operating in Forty Love Point (35 years
57 old) could not be installed legally today due to new industry
58 standards. Patchwork solutions such as installing pumps in
59 certain yards, will not fix the problem. We need an entire new
60 system in our neighborhood.

61 **Q: Have you improved the system at your house?**

62 A: We installed a second backflow preventer to prevent
63 wastewater from coming into our home, which has not
64 worked. These backflow preventers work when a force of
65 water slams it shut. Since the backup in our
66 neighborhood occurs slowly, the water seeps through
67 into our house.

68 **Q: How much do you pay per month for wastewater**
69 **removal?**

70 A: \$52.93. Our bill has been paid every month on time
71 without fail for the last four years despite numerous failures.
72 Not only have they not provided the service we have paid
73 for, they have caused extreme inconvenience, a health
74 hazard as well as jeopardizing the value of our home. We
75 are unable to put our house on the market due to this
76 issue.

77 **Q: What is your biggest concern?**

78 A: Our biggest concern is the value of our home has been
79 compromised and we will be unable to sell our home.
80 Additionally, we are concerned with contaminating our

81 house. As of today, the sewer water backing into our
82 house has been contained to our shower. The next event
83 may cause it to go higher and flood sewer water into the
84 entire first floor of our home. We have no way of
85 stopping this from occurring. Additionally, we are also
86 concerned that Lake Murray will be compromised with
87 raw sewage as the Richland County sewer system cannot
88 handle the current sewage yet more homes are being
89 built adding to the problem.

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